

BAL HARBOUR

- V I L L A G E -

OFFICE OF THE VILLAGE MANAGER

LETTER TO COUNCIL

NO. 033-2016

To: Mayor Martin Packer and Members of the Village Council
From: Jorge M. Gonzalez, Village Manager 
Date: February 12, 2016
Subject: General Compliment - Bus Shuttle Service and Jeff Klores in the Bal Harbour Village Parks and Public Spaces Department

The purpose of this Letter to Council (LTC) is to transmit to you a general compliment received praising the bus shuttle service and employee Jeff Klores in the Village's Parks and Public Spaces Department for providing excellent customer service.

Join me in recognizing Mr. Jeff Klores for his hard work in providing professional customer service to this resident.

If you have any questions or need any additional information, please feel free to contact me.

JMO/JO/AC

Alex Cardelle

From: Anne Mandell <mandellanne@gmail.com>
Sent: Tuesday, February 09, 2016 1:47 PM
To: Village Manager
Subject: Bus Service

Dear Sir

I am a resident at the Majestic Tower ,9601 Collins Ave. and I just wanted to let you know how much I and my husband Mark appreciate the service of the shuttle and the people that I have been dealing with particularly.

My husband has partial paralysis on the right side, and on occasion I have requested that they pick us up at the building, on the way to Aventura. I have spoken to a Mr. Jeff Klores who usually tries hard to accommodate us. The driver has always been co-operative and pleasant.
Thank you for providing the service and your staffs co-operation.

Sincerely

Anne Mandell
Apt.605